# GOVERNMENT OF INDIA
# RAILWAYS
# LOK SABHA

STARRED QUESTION NO:724
ANSWERED ON:16.05.2002
REFUND TO CONSUMERS .
AKHILESH SINGH

**Will the Minister of RAILWAYS be pleased to state:**

(a) the number of cases in which the Consumer Courts have directed the Railways to refund customers` money, State-wise;

(b) the expenditure incurred by the Railways on the payment of compensation;

(c) whether the Railways are taking any concrete steps to reduce the loss incurred on this account; and

(d) if so, the details thereof ?

## Answer

MINISTER OF RAILWAYS ( SHRI NITISH KUMAR )

(a) to (d) : A statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO.724 BY KUNWAR AKHILESH SINGH TO BE ANSWERED ON 16.5.2002 REGARDING REFUND TO CONSUMERS.

(a) The State-wise number of cases in which the consumer courts have directed the Railways to refund the money to the customers during the periods from 1.1.2000 to 31.12.2001 is as under :-

S. NO. NAME OF STATES/UNION TERRITORY NUMBER OF CASES

1. ASSAM 3

2. BIHAR 31

3. WEST BENGAL 7

4. MADHYA PRADESH 52

5. MAHARASHTRA 51
6. UTTAR PRADESH 122

7 GUJARAT 8

8. TAMIL NADU 14

9. ANDHRA PRADESH 32
10. KARNATAKA 4
11. DELHI 21
12. KERALA 38
13. RAJASTHAN 65
14. HARYANA 7
15. HIMACHAL PRADESH 13
16. CHANDIGARH 20

17. PUNJAB 34
18. JHARKAHAND 5
19. ORISSA 4
20. CHHATISGARH 3
21. OTHER STATES NIL

TOTAL 534

(b): During the period from 01.01.2000 to 31.12.2001, an amount of Rs.13,30,864/- was paid in various cases as per the directions of Consumer Courts.

(c) and (d): Yes, Sir. The reasons leading to these cases are analysed by the Railways from time to time and remedial steps are taken which include counselling and training of staff to bring about attitudinal changes, monitoring of on-board services, simplification of rules and procedures etc. Action is also taken against staff for their negligence in performance of their duties.